



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Illinois Bell Telephone Company**  
**for quarter ending March 31, 2007**

<b>Out of Service More Than 24 Hours</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$49,307.51	\$4,342.81	\$4,304.29	\$57,954.61
B. Number of credits issued for repairs - 24 - 48 hours	1,402	1,497	805	3,704
C. Number of credits issued for repairs - 48 - 72 hours	216	138	161	515
D. Number of credits issued for repairs - 72 - 96 hours	1,071	29	35	1,135
E. Number of credits issued for repairs - 96 - 120 hours	543	9	21	573
F. Number of credits issued for repairs > 120 hours	478	8	22	508
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	10,038	8,848	8,709	10,038
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$64,590.12	\$23,988.18	\$22,209.26	\$110,788.00
B. Number of installations after 5 business days	1,179	418	592	2,189
C. Number of installations after 10 business days	41	13	23	77
D. Number of installations after 11 business days	111	42	26	179
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	4,577	2,990	3,706	11,273
F. Number of customers receiving alternate phone service rather than receiving a credit	11	3	2	16

<b>Missed Appointments</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$56,550.00	\$46,200.00	\$60,150.00	\$162,900.00
B. Number of customers receiving credits	1,125	908	1,185	3,218
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**